

ORIGINAL

COMMISSIONERS  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000143290

RECEIVED  
ARIZONA CORPORATION COMMISSION

2013 MAR -1 A 8:43

AZ CORP COMMISSION  
DOCKET CONTROL

March 6, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water and Global Water-Palo Verde Utilities Company -  
Customer Comments

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,  
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached 20 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAR 7 2013

DOCKETED BY

DM

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: . . .

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109126

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Sasha      Last: Gabriel

Account Name:      Sasha Gabriel

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

We have lived in Maricopa for almost 7 years and in that time, the rates that Global Water has charged has been unbelievably high and perhaps even illegal.

Global Water charges a minimum, now, of almost \$100 a month- and that is if not a drop of water is ever used. Exactly when has a utility company ever charged for not providing a service? Because that is exactly what Global Water does and now they wish to increase the rates even more.

What will begin to happen is that more and more people will no longer want to live in Maricopa because the utility rates are increasing at a rate that makes living here unaffordable -the question must be asked... is that what the State of Arizona wants for this city?

In addition, as any utility rates increase, so do the HOA fees. Stop this insanity now.

Deny the rate increase! Homeowners are currently looking into a class action suit.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109126

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109124

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Lloyd & Alice

Flowers

Account Name:      Lloyd & Alice Flowers

Home: (

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company.      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I realize that utilities need to make a profit to stay in business but the ROI must be absolutely minimal based upon existing yields of everybody else's investments! Global also needs to know that if the ACC finds exaggerations or false representations in an attempt to increase their revenues, that there will be consequences- (Yields)!!

The utility rates in Maricopa are already affecting our home resale values and the proposed increases will only make it more difficult if not nearly impossible to sell our home for a fair/reasonable price. Also our HOA dues will increase which makes it even harder to sell our homes!

The Proposed increases are outrageous and totally unjustifiable. Please don't let them get away with anything.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No.      2013 - 109124

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (\_\_\_\_) \_\_\_\_\_

Fax: (\_\_\_\_) \_\_\_\_\_

Priority: Respond Within Five Days

Opinion

No. 2013 - 109121

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

James

Valenzano

Account Name:

James Valenzano

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR

State:

AZ Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

How many more times is this gonna be put on the homeowner backs? They claimed the same reasons last time. I told you in the last meeting that the company was run poorly and that by hedging their bets they should be the ones paying for it not us! This must be stopped.

The last Commission did not have the guts to say no to them and we as consumers & homeowners have to pay a double(?) price for water. Now they want another rate hike? Come on man it cost almost \$70 and that is not using a drop of water. They should be run out of town this time. They claimed last time it was to recourse for the pipes they laid out and are not being used. They are claiming the same thing t his time like it is our fault that the housing market has not turned around. They do not deserve 1 cent in an increase. We all had to live within a budget. So should they!

Please tell them Sorry you get nothing! I could even go so far to say we deserve a Refund!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2013 - 109120

**Date:** 3/6/2013

**Complaint Description:** 08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Dorothy

Johnson

**Account Name:** Dorothy Johnson

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:**

**State:** AZ Zip: 85138

**is:**

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I strongly oppose the enormous rate increase. This increase is a double whammy for me as it will cut into my living expense and aslo cause my HOA dues to increase. When you're on a budget, this would really hurt me.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/6/2013

**Opinion No.** 2013 - 109120

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109119

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      LeAnne

Elhoff

Account Name:      LeAnne Elhoff

Home:

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I will be paying for this increase not once but TWICE through my HOA fees. The financial impact will seriously have me looking to move out of this H2O DISTRICT. Please reconsider!!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109119



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: . . .

Priority: Respond Within Five Days

Opinion      No. 2013 - 109118

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Arlie      Hodges

Account Name:      Arlie Hodges

Home: . . .

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85139

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone: . . .

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

Please DO NOT raise the monthly bill. We can barely afford to live in Maricopa as it is.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No.      2013 - 109118

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: , - - - - -

Fax: - - - - -

Priority: Respond Within Five Days

Opinion      No. 2013 - 109117

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Ted      Weidenhaft

Account Name: Ted Weidenhaft

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to Global Water. This rate increase will not only increase my water bill, but my HOA fees also. A 37 percent, plus increase in a utility is going to adversely affect my quality of life and I feel that we're simply being held hostage to their inefficiencies and/or their want for even higher profits. Please make Global Water scale back their profiteering to match a level that common citizens can afford to pay.

Ted

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109117

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109123

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Jessica Last: Doscher

Account Name: Jessica Doscher

Home:

Street: n.

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

Commissioners, .

I am submitting this letter to strongly oppose the proposed water & sewage rate hikes by Global Water. I find it offensive that they would need to increase their rates this much, especially considering the significant rate increases they just did back in late 2009. I sincerely hope that you consider that when making your decision. Maricopa was hard hit by the economic and housing fallout and is only now starting to make a modest recovery. However, its residents consist of many people with modest or fixed incomes. Those incomes cannot keep pace with these drastic increases. We all tightened our belts after the '09 rates were approved and have "made do" because we had no choice. Please don't cause so many people further hardship, all in the name of profit for this particular utility company and its investors. I have also attached my original '09 letter to the ACC.

Jessica Doscher and Family .

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 109123

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109100

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Isabelle Last: Nicks

Account Name: Isabelle Nicks

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am a widow on a fixed income. I can not afford another increase in a 3/4 year period. I work to conserve water, however, I feel this is a terrible way for a private company to treat the people of Maricopa.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109100

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109099

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Vien

Ho

Account Name:

Vien Ho

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ      Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I was already outraged that we get charged \$90 already every month without even using a drop of water. Now you plan to increase the rate which will translate to almost \$2000 increase annually for my household based on our average use. We are a single income family & cannot afford such an increase. It will mean we may have to sell our house & move to an area with normal & reasonable water rates. Our HOA alone is \$56/month, mortgage is \$800/month and utilities are \$300+/month. Please help us fight unreasonable rates. Thank You

Sincerely,

Vien Ho

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109099

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2013 - 109098

**Date:** 3/6/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **David**

**Reese**

**Account Name:**      David Reese

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:**      Maricopa

**CBR:**

**State:**      AZ      Zip: 85138

**is:** Cellular

**Utility Company:**      **Global Water-Santa Cruz Water Company**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

To attempt to raise water and sewer rates to increase profits on investment is unfair! It is particularly unfair to those of us who are retired and living on a fixed income. An amount of \$22 for a proposed increase will greatly impact many of use living in Maricopa and surrounding areas.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed:** 3/6/2013

**Opinion No.**      2013 - 109098

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109101

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Catherine

Antonio

Account Name:      Catherine Antonio

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

Please do not increase our water/sewer rates. This increase will impose a severe hardship on our family! We already pay the most in basic water/sewer rates in the valley. Not only will our personal rate increase but this will force and increase in our HOA fees. We already try to stay within the water allowance just to be able to pay what we already pay as basic usage.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No.      2013 - 109101



W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109116

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Steve

Prerichs

Account Name:

Steve Prerichs

Home: (

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I have lived in AZ since 1980 and never seen my water bill higher than my electric bill. I pay a flat rate of \$98.00 for one person. I feel Global Water is already over charging.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109116

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109104

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Bill & Bev

Buyar

Account Name:

Bill & Bev Buyar

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85138

is: Cellular

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

The cost of utilities is one of the most important things taken into consideration when purchasing here in Maricopa and inceasing them is going to have a negative impact on housing in our area. New, Resales. HOA are already high enough. Our water is already too expensive.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109104

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ( )

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109103

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: John

Schaper

Account Name: John Schaper

Home: ( )

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: ( )

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am against the rate increase requested by Global Water-Santa Cruz Water Company. Their rates are already 3 times that which my brother in Sun Lakes pays. I am a part time resident and only need of the sewer system five month a year yet I have a fixed cost that is outrages in my opinion, which I pay monthly. My current bill costs me \$94 to \$96 a month of which only \$3 dollar is for the water I actually use. Their current basic rates of \$27.68 for water and \$62.91 for sewer are outrages and should be lowered not increased.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109103

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109102

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Murray

Friesen

Account Name:

Murray Friesen

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

If I didn't know better I'd say Global Water is run by the OBAMA ADMINISTRATION. This application for a rate increase is outrageous. It's time to start finding ways to save money by cutting out waste and being more efficient. I am totally opposed to this application. My water bill in CA is a quarter the cost that I am paying in AZ, go figure.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109102

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109125

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Dave & Doreen      Last: DeVos

Account Name: Dave & Doreen DeVos

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

These comments are in regards to the proposed rate increases for sewer and water rates for the city of Maricopa,AZ. I am very much opposed to these rate increases as our water and sewer rates are already significantly higher than many of our neighboring communities and the proposed increases will put us further out of line with these much lower rates.

The financial impact on our family and all of the citizens of our community will be significant if these rates are allowed to increase as proposed. We live in a development with an HOA,and the development has a significant amount of lakes and green space. We purchased our home and moved here because of the beauty of our development. If the rate increase is allowed not only will our personal water and sewer bill increase significantly, but so will the cost to our HOA. These increased costs to the HOA will then need to be passed on to their residents which further increase the financial burden the proposed rate hikes will have on us as individuals.

We are winter residents and so we only use the sewer six months out of the year and have limited water usage over the summer. Other communities in the area we looked at before settling in Maricopa,not only had much cheaper base (and total) water and sewer rates,but our understanding is that winter residents were allowed to put their services on a vacation type plan if they were not going to be using the services. With taxes included we already pay about \$95 per month just for the right to have access to the services and we pay this regardless of whether we use them or not.

We understand that because Maricopa is a newer community that a significant amount of infrastructure was needed to bring the water and sewer services we have to the community. However the community grew at such a rapid rate before the recession, that thousands of users were added to the system shortly after the infrastructure was put in place and that allowed Global to start generating significant income quickly after their investment was made, and that income has continued since the inception of the rapid community growth, and will continue on into the future as far out as we can see. In addition the economy is now starting to rebound, just like we all knew it eventually would,and we are seeing renewed interest in housing starts and new businesses

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

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entering our community. This will increase the number of users on the water and sewer system and allow Global to further increase their revenue stream. It just seems very difficult to be able to justify these large proposed increases given the already high water and sewer rates we currently have and when considering that the pace of new users is increasing.

Finally, even though it is really not related to the increase, I would like to share that when I first moved to the community and called Global Water to inquire about the high water and sewer rates in the city of Maricopa and to also see if I could put my sewer services on vacation while we were not living here, I was told there was no type of vacation plan and that "We charge the high rates because we can and there is nothing you can do about it". This was very frustrating to me as a new resident to not only Maricopa but to Arizona as well, however I think it does speak to the attitude and culture of Global water as a company. Once again, I would like to restate that we are against these proposed increases and hope they are not approved.

Sincerely,  
\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109125

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109122

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Dave

Bloomer

Account Name:

Dave Bloomer

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ      Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

This is to formally and strongly oppose the proposed rate increases cited above (i.e., water 50.78% and sewer 25.0%) for these reasons:(a) the state and national economies are still in, at best, very fragile "recoveries," and the forecasts for 2013 and beyond are not encouraging; (b) many of the rate-paying citizens of Maricopa are seniors, retirees, and others currently struggling to maintain and survive on fixed incomes, without prospect of any significant future increases;(c) the requested increases are being justified by the requestor as "just and reasonable rates and charges for utility services designed to realize a reasonable rate of return on the fair value of its property" in Arizona; as the state economy improves over time, so too will the fair market value of the requestor's assets in the state; and lastly, (d) based upon the aforementioned factors, it must be concluded that the requested rate increases should be disapproved as they are ill-timed, unwise, and not "just or reasonable" at this particular juncture.

Thank you.

Respectfully submitted,

Dave and Susie Bloomer  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed: 3/6/2013**

**Opinion No. 2013 - 109122**

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109097

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Lauren

Graham

Account Name:      Lauren Graham

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85138

is: Cellular

Utility Company.      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

2/27/13

Dear People at ACC,

I am asking you for your help in helping the homeowners like myself in stopping Global Water from raising our rates.

Financially we are already in Hardship due to I don't even bring home half of what I use to make. All my bills are always late and not counting the rate raise with HOA dues if this goes in effect, but water monthly bill will be going up by \$40 to \$50 extra on which we can't afford. Plus Global Water only allows two payment arrangements a year. They are only in it for themselves. My Mortgage every month is 45 days late. Please take a stand and stop the rate hike or stop one of the rate hikes. What's bad is this is the only water company here so

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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they know they can get away with this. Please, Please, Please help us homeowners and stop the rate hike against Global Water.

Sincerely,

Laren Graham

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109097

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 109096

Date: 3/6/2013

Complaint Description:      08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Larry

Frydenberg

Account Name:

Larry Frydenberg

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINIONS OPPOSED TO RATE INCREASE \*\*\*\*\*W-20446A-12-0314 & SW-20445A-12-0310\*\*\*\*\*

I am opposed to granting an increase to GlobalWater so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

To Whom It May Concern:

My name is Larry Frydenberg and I live in Rancho El Dorado and have for the past 8 years. I am once again baffled by the audacity of Global Water to ask for another ridiculous rate increase. The cost of living is only at 2 percent so why do they need such a high increase again? I am retired and live on a fixed income as do a lot of the residents of Maricopa. I beg you to deny this increase and approve one more in line with the cost of living we are in. Oh I did receive an increase with my Social Security which you could use as a guideline for their asking increase, it was a huge 1.7%

Larry

\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109096

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